

National 360

Easy Read – Complaints and Feedback

How do you file a complaint or give feedback?



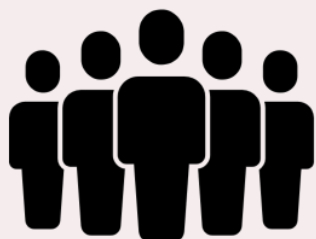
This document tells you about
how to make a complaint or give feedback.



National 360 wants you to **make a complaint** or compliment as we like to hear about your experience.



It is **okay to complain** if you are not happy. Tell us when you are upset about the services you received.



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker
- support coordinator
- advocate
- plan manager

Ask them to help you make a complaint.



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



You can find an advocate using the [Disability Advocacy Finder](#)



How do you make a complaint
or provide feedback to us?



You can **talk** to:

- your **therapist**
- your **support worker**
- your **support coordinator**
- **plan manager**
- **National 360 customer service team**



You can **call or email our Complaints team** directly:

Call: 1300 340 440

Email: feedback@national360.com.au

Complete complaint form on our
website – [Complaint Form](#)



You can provide anonymous feedback by completing [Anonymous Feedback Form](#) on our website.



Remember, if you complain anonymously, we **cannot provide you with a response**, as we will not know who you are.



You can fill in the participant **survey** we send to you



You can make a complaint **at any time** directly to the **NDIS Commission:**

Call: **1800 03 55 44**

Or go to their website:

www.ndiscommission.gov.au



How do we manage your complaint or feedback?



Our **Complaints** team member will:

- **talk** with you about your problem
- **listen** to everything you say
- **plan** to fix your problem



We take all **complaints and feedback** we receive **seriously**.

They help us make our service and supports better for you!



Our **Complaint** team member will:

- try to **fix your problem**
- **offer solution**
- **contact you regularly** to tell you how the problem is being fixed.



We **keep** everything **you tell us** **private**.



If **you are unhappy** with the way we handled your feedback or complaint, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:
www.ndiscommission.gov.au